



Miami-Dade Fire Rescue Department
Services to
The Town of Miami Lakes

The Town of Miami Lakes, located in the northwestern part of Miami-Dade County, spans an area of 6.40 square miles and is bordered by the City of Miami Gardens to the east, the City of Hialeah to the south and west, and Northwest 170 Street and State Road 826 (Palmetto Expressway) to the north (Attachment I). The Town Incorporated in December 2000 and has been part of the Miami-Dade Fire Rescue Service District since its inception. Based on 2010 U.S. Census data, the Town has a residential population of 29,361, up 29.5% from 2000, with over 10,200 households.

During calendar years 2010 and 2011, MDRF dispatched 12,301 units to 6,189 emergency calls received from the Town of Miami Lakes. Table I depicts incidents MDRF responded to within the Town during this time period.

Table I
MDRF Responses to the Town of Miami Lakes
Calendar Years 2010 and 2011

Call Type	Incidents	
	2011	2010
Life Threatening	1,806	1,757
Non-Life Threatening	778	731
Structure and Other Fire	379	426
Other	156	156
Total Incidents	3,119	3,070
Total Units Dispatched	6,762	5,539

The Town of Miami Lakes is primarily served by MDRF's Miami Lakes Station 1 and Miami Lakes West Station 64 which provided 84% of the responses into the Town as depicted in Table II.

Table II
MDRF Stations/Units responding into the Town of Miami Lakes
Calendar Years 2010 and 2011

Responses Provided By:	2011		2010	
	Incidents	%	Incidents	%
Station 1 - Miami Lakes	1,561	50%	1,474	48%
Station 64 - Miami Lakes West	1,069	34%	1,053	34%
Station 44 - Palm Springs North	295	10%	319	11%
Other Stations	194	6%	224	7%
Total	3,119	100%	3,070	100%

Within the Town of Miami Lakes, MDRF has two (2) stations; one (1) rescue; and two (2) suppression units, one of which is an ALS Engine and one 60-foot ALS Aerial.

As depicted on Attachment I, an additional six (6) stations are within four (4) miles of the Town which house one (1) Battalion Chief; five (5) rescues; and five (5) suppression units, three of which are ALS Engines, one 65-foot BLS Aerial (Tactical Response Team (TRT)), and one 75-foot ALS Ladder (Table III). These units exceed the NFPA recommended for responding to both high and medium occupancies.

Table III
MDRF Stations Within Four Miles of the Town of Miami Lakes

Name	Miles to Town of Miami Lakes	Apparatus	Staffing
Station 64 - Miami Lakes West 8205 Commerce Way	0.00	ALS Engine - 1	2 FF/PARA 2 FF/EMT
Station 1 - Miami Lakes 16699 NW 67 Avenue	0.00	60' ALS Aerial - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA
Station 44 - Palm Springs North 700 NW 186 Street	0.94	ALS Engine - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA
Station 28 - Hialeah Gardens 8790 NW 103 Street	1.99	Rescue (HazTox) - 1	3 FF/PARA
Station 26 - Opa-Locka NW 119 Street	2.89	75' ALS Ladder - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA
Station 46 - Medley 10200 NW 116 Way	3.20	65' BLS Aerial (TRT) - 1	4 FF/EMT
Station 51 - Honey Hill 4775 NW 199 Street	3.15	ALS Engine - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA
Station 54 - Bunche Park 15250 NW 27 Avenue	3.91	ALS Engine - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA

Notes: FF/PARA = Firefighter Paramedic, FF/EMT = Firefighter Emergency Medical Technician



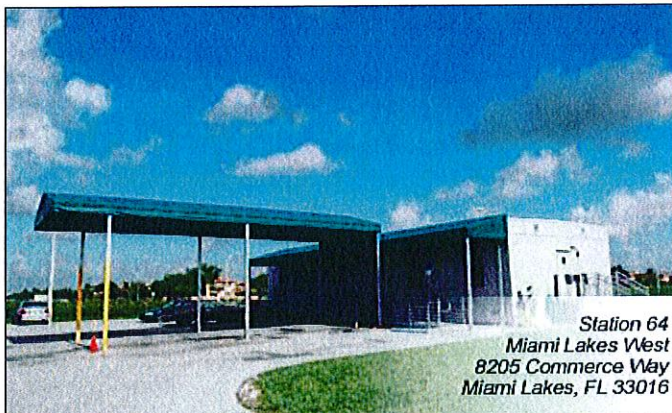
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*Station 1
Miami Lakes
16699 NW 67th Avenue
Miami Lakes, FL 33014*

Miami Lakes Station 1 serving the Town of Miami Lakes

MDFR's closest Rescue unit is housed within the Town of Miami Lakes at MDFR Miami Lakes Station 1. MDFR's next closest medical response units are within the Town at MDFR Miami Lakes Station 1 and Miami Lakes West Station 64, which house one 60-foot ALS Aerial and one ALS Engine respectively.



*Station 64
Miami Lakes West
8205 Commerce Way
Miami Lakes, FL 33016*

Miami Lakes West Station 64 serving the Town of Miami Lakes



*Station 44
Palm Springs North
7700 NW 186th Street
Miami, FL 33015*

Palm Springs North Station 44 serving the Town of Miami Lakes

As a result, within four miles of the Town of Miami Lakes, MDFR has 13 front-line response units, 11 of which are ALS units including five (5) rescues and six (6) suppression units. Daily there are 46 firefighters on duty, 30 which are certified paramedics assigned to these units.

Structure Fires

Based on structure and unit information provided by the Miami-Dade County Property Appraiser, the Town of Miami Lakes has 5,583 single-family and duplex units, 5,634 multi-family and condo units, and 346 commercial, industrial, and other structures. The majority of the commercial, industrial, and other units would require a high-hazard response to a structure fire incident in the Town. As a result, on an initial dispatch to a structure fire, 24 firefighters and two (2) command chiefs would be required.

Based on MDFR's current dispatch protocol, MDFR would dispatch three (3) suppression units, one (1) aerial (platform, ladder or aerial), one (1) rescue, and one (1) Battalion Chief, exceeding NFPA's recommended dispatch to a structure fire at a medium-hazard occupancy. If MDFR determines that it is a working fire, MDFR also would dispatch another Battalion Chief, a Safety Officer, an Air Truck, a Command Van and a Fire Investigator to the incident. To a structure fire at a high-hazard occupancy, MDFR's initial dispatch would also surpass NFPA's recommended response. MDFR would dispatch four (4) suppression units, two (2) aerials (platform, ladder or aerial), two (2) rescues, and two (2) Battalion Chiefs. MDFR would dispatch additional support as noted to a working fire.

During 2011, MDFR dispatched more than 530 firefighters and 172 units to structure fire incidents in the Town of Miami Lakes. For example, on March 20, 2011 MDFR dispatched seven (7) units, equating to 23 firefighters, two (2) Engines, two (2) Aerials, one (1) Ladder, one (1) Rescue, and one (1) Battalion Chief to extinguish a fire at a single family residence on Northwest 47 Terrace.

Similarly on April 24, 2011 MDFR dispatched six (6) units, equating to 21 firefighters, two (2) Engines, one (1) Aerial, one (1) Rescue, one (1) Investigator, and one (1) Battalion Chief to a single family residence fire located on Northwest 149 Terrace.



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Medical Emergencies

NFPA Standard 1710 sets guidelines for service response to Emergency Medical Services (EMS) and fire calls. ALS units should, 90 percent of the time, arrive at an incident within eight (8) minutes of the time an EMS call is received.

MDFR has 51 frontline rescue units, each staffed by three (3) State of Florida certified paramedics. MDFR offers patient transportation options. Patients with life-threatening emergencies will be transported to the closest appropriate medical facility within Miami-Dade or Broward County. MDFR will transport patients without life-threatening emergencies to the medical facility of their choice. MDFR also has EMS Captains who act as patient advocates in ensuring the timely transfer of patients to Miami-Dade and Broward County medical facilities.



Customer Feedback

For the past three years, MDFR has been surveying the quality and effectiveness of our EMS. The survey instrument (Attachment II), which is sent to 20% of MDFR EMS patients monthly, allows respondents to rate the quality of their experience between one (1) and five (5), with one being strongly dissatisfied and five being strongly satisfied with the service. Unlike other survey instruments used by Miami-Dade County, this survey continuously monitors the opinions of the service we deliver the prior month rather than taking a "snapshot" of the service at a particular time. The survey also provides the respondent a section for additional comments. Overall, 10% of patients sent surveys (or 8,164 respondents) have returned completed surveys during calendar years 2009 through 2011, rating MDFR's services as follows for each question:

- 1) MDFR responded to your needs in a timely manner: **4.83**
- 2) MDFR explained your treatment options to you: **4.72**
- 3) MDFR treated you in a professional manner: **4.86**
- 4) MDFR met your expectations when you requested assistance: **4.83**

The overall score from all respondents is 4.82. During calendar years 2009 through 2011, 74 residents from the Town of Miami Lakes have rated MDFR with an overall score of 4.85, expressing a high degree of satisfaction with the service provided by their fire-rescue service.